

Attachment B to the Proposal of AT&T for a Performance Monitoring and Enforcement Plan

Bell Atlantic Response to Revised Ordering Performance Metrics March 24, 2000

MCIW Proposal:

- % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days

Standard: 95% within 3 business days

Definition: The percentage of EDI missing notifier trouble tickets PONs cleared within 3 business days from the day of receipt of the trouble ticket. The time between receipt of trouble ticket by the Help Desk and the time Bell Atlantic either asks CLEC to resubmit the PON or provided the delayed status notifier.

BA Proposal:

This measurement is consistent with the measure contained in the BA-NY consent degree. BA proposes this metric as PO-9-01

Function:		
PO-9 Timeliness of Trouble Ticket Resolution		
Definition:		
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Bell Atlantic Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Bell Atlantic has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.		
Exclusions:		
<ul style="list-style-type: none">• The PONs shall be considered to be timely cleared if Bell Atlantic provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause BA to miss the 3 day target.• Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.		
Performance Standard:		
Report Dimensions:		
Company: <ul style="list-style-type: none">• CLEC aggregate		Geography: <ul style="list-style-type: none">• State
Products	CLEC Aggregate: <ul style="list-style-type: none">• EDI	
Sub-Metrics		
PO-0-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	Numerator	Denominator
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted

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MCIW Proposal:

- % SOP to Bill Completion Within 2 Business Days

Standard: 95% within 2 business days

Definition: The percentage of orders completed in SOP (provisioned) that have billing notices issued within 2 business days.

BA Proposal:

MCIW's proposal is similar to the measure contained in the BA-NY consent decree, however, it changes the timeline to 2 business days instead of 3 contained in the consent decree. BA proposes the consent decree metric as OR-4-09 – a new sub-metric under the existing OR-4 metric category. Additionally, in a meeting with the NJ BPU and AT&T held last week, BA agreed to two new metrics regarding completion notification. This would apply to all orders, not just those received through EDI.

Function:
OR-4 Timeliness of Completion Notification
Definition:
<u>Resale & UNE:</u> <u>Completion Notification Response Time:</u> The elapsed time between the actual order completion in the billing system or Service Order System (SOP) and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification. Completion notifications for Resale and UNE orders received via EIF, EDI or WEB/GUI are delivered mechanically via the same interface. For UNEs where no switching is involved in all Bell Atlantic states, the measure is taken from the actual turnover of Loop to verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC. <u>Average Completion Notification Response Time For Resale and UNE:</u> The mean of all completion notification response times associated with a product group. <u>Percent On Time:</u> The percentage of completion notifications sent within the agreed-upon timeframes as specified in the Performance Standards. Note: Rejected Orders – Orders failing "Basic front-end edits" ¹ are not placed on Completed PON Master File.
Exclusions:
<ul style="list-style-type: none">• BA Test Orders• When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.• From OR-4-09 to 11; Complex Resale Orders
Performance Standard:

¹ Basic front-end edits – see Glossary.

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% On Time:

- Other than Coordinated Conversions and Trunks: 95% by next business day at noon.
- Coordinated Conversions & Trunks: Acceptance at turn-up via CLEC-provided serial number. Note: If a CLEC is not available for testing on the Due Date (within 1 hour of conversion interval), the order will considered to be missed for customer reasons.

OR-4-06, 07, and 08: Parity with Retail

OR-4-09 and 10: 95%

OR-4-11: 5%

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Report Dimensions OR-4 Completion Notification			
Company:		Geography:	
<ul style="list-style-type: none"> BA Retail (where applicable) CLEC Aggregate CLEC Specific 		<ul style="list-style-type: none"> State 	
Sub-Metrics			
OR-4-01	Completion Notice – Average Response Time		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Sum of notification date and time less CRIS bill completion date and time. [NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.]	Total number of completion notices for specified product.	
OR-4-02	Completion Notice – % On Time		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Number of completion notices where notice occurs on or before noon the day after bill completion [records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y'].	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.	
OR-4-03	% Orders excluded from % On Time Measurement		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Number of orders where completion time in billing system can not be determined	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.	
OR-4-04	Work Completion Notice – Average Response Time		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Sum of notification date and time less SOP completion date and time for specified product.	Total number of SOP completion notices for specified product.	
OR-4-05	Work Completion Notice – % On Time		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Number of SOP completion notices where notice occurs on or before noon the day after SOP completion for specified product.	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.	
OR-4-06	Average Duration – Work Completion (SOP) to Bill Completion		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Sum of date and time for Bill completion less date and time for SOP completion.		Number of orders with SOP and Bill Completions.

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Sub-Metrics (continued) Timeliness of Completion Notification			
OR-4-07	% SOP to Bill Completion ³ 5 Business Days		
Products	Retail	Resale	UNE
Calculation	Numerator	Denominator	
	Count of Orders with date and time for Bill completion less date and time for SOP completion is greater than or equal to five business days.	Number of orders with SOP and Bill Completion.	
OR-4-08	% SOP to Bill Completion > 1 Business Day		
Products	Retail	Resale	UNE
Calculation	Numerator	Denominator	
	Count of Orders with date and time for Bill completion less date and time for SOP completion is greater than one business day.	Number of orders with SOP and Bill Completion.	
OR-4-09	% SOP to Bill Completion Within 3 Business Days		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.	
OR-4-10	% SOP to Provisioning Completion Within 3 Business Days		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Total number orders in denominator for which provisioning completion notices (PCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.	
OR-4-11	% Completed orders without either a PCN or BCN		
Products	Resale	UNE	
Calculation	Numerator	Denominator	
	Total number orders in denominator for which neither a PCN nor a BCN exists with a time-stamp in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.	

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MCIW Proposal:

- % Resubmission Rejection

Standard: 95%

Definition: The percent of PONs resubmitted at Bell Atlantic's request which are not rejected by Bell Atlantic's ordering system.

BA Proposal:

This measurement is consistent with the measure contained in the BA-NY consent degree. BA proposes this metric as OR-3-02 – a new sub-metric under the existing OR-3 metric category.

Function:		
OR-3 Percent Rejects		
Definition:		
<p>Percent Rejects: The percent of orders received (including supplements and re-submissions) by Bell Atlantic that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission or error of required order information.</p> <p>The percent reject measure is reported against all order submitted transactions processed in the Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions.</p> <p><u>% Resubmission Rejection:</u> The percent of PONs resubmitted at Bell Atlantic's request which are not rejected by Bell Atlantic's ordering systems and interfaces as being duplicative of PONs already in Bell Atlantic's systems.</p> <p>Note: Edit Rejects – Orders failing "Basic front-end edits"² are not placed on Completed PON Master File.</p>		
Exclusions:		
<ul style="list-style-type: none">• BA Test Orders		
Performance Standard:		
OR-3-01: No standard. OR-3-02: 95%		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State
Sub-Metrics		
Products	Resale	UNE
OR-3-01	% Rejects	
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions [records with REJECT-DATE1 of ORDERING-MASTER-REC > 0 for specified product].	Total number of LSR/ASR records with unique PONs (STATE-CD + CLEC-ID + PON) for specified product.
OR-3-02	% Resubmission Rejection	
Calculation	Numerator	Denominator
	Total PONs resubmitted at Bell Atlantic's request that are not rejected by Bell Atlantic's systems as duplicative of PONs already in Bell Atlantic's systems.	Total PONs resubmitted at Bell Atlantic's request

² Basic front-end edits – see Glossary.

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MCIW Proposal:

- Acknowledgment Timeliness

Standard: 95% within 2 hours

Definition: The percentage of orders that are acknowledged by Bell Atlantic on a timely basis.

BA Proposal:

BA proposes a new metric for acknowledgement timeliness consistent with a metric agreed to in New Jersey with AT&T in a collaborative with the NJ BPU.

Function:		
OR-8 Acknowledgement Timeliness		
Definition:		
<u>Percent of LSRs Acknowledged On Time:</u> The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by BA. Applies to orders submitted via EDI.		
Exclusions		
<ul style="list-style-type: none">• Orders submitted by Web GUI Interface.• Orders not submitted electronically.		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State
Performance Standard		
Metric OR-8-01: 95% within 2 hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

Note:

BA will implement this metric for the July, 2000 reporting period. The NY PSC & Carrier Working group (also being reviewed by NJ Board – based on NY performance) will review the standard for this metric after three months of performance data has been reported for this metric by BA. The impact of file size will be reviewed for the three months of performance data.

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MCIW Proposal:

- Acknowledgment Completeness

Standard: 100%

Definition: The total number of acknowledgements submitted by Bell Atlantic for LSRs as a percentage of total LSRs received.

BA Proposal:

BA proposes a new metric for acknowledgement completeness consistent with a metric agreed to in New Jersey with AT&T in a collaborative with the NJ BPU.

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
<u>Order Acknowledgment Completeness:</u> The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. (Orders failing up-front edits are included in the denominator). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.		
Exclusions:		
<ul style="list-style-type: none">• Orders submitted by Web GUI Interface.• Orders not submitted electronically.• Orders in unreadable files.		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State
Performance Standard		
Metric OR-9-01: 99%. (Effective, September, 2000.)		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of acknowledgments sent the same day as LSR received.	Total number of LSRs received.

Note:

BA will implement measurement for this metric no later than the September, 2000 reporting period. The standard for this metric will become effective for the September, 2000 reporting period.

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MCIW Proposal:

- Order Confirmation/Rejection Completeness

Standard: 95% within 3 business days

Definition: The percentage of LSRs received by Bell Atlantic for which either a confirmation or rejection was sent.

BA Proposal:

This measurement is consistent with the measure contained in the BA-NY consent decree. A new metric OR-7 has been created. In the collaborative meeting with the NJ BPU and AT&T, modifications to this metric were made to reflect performance specific to POTS services. (Note: AT&T is evaluating the inclusion of UNE Loop in this metric. Additionally, this would apply to all orders, not just those received through EDI.

Function:		
OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days		
Definition:		
The percent of Resale POTS and UNE Platform LSRs confirmed or rejected by BA within 3 business days of receipt as a percent of total LSRs received.		
Note: This is a measure of completeness not timeliness.		
Source: Master PON File.		
Exclusions:		
<ul style="list-style-type: none">• Canceled orders.• LSRs that were Supplemented prior to confirmation or rejection.• Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection.		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate• CLEC Specific		Geography: <ul style="list-style-type: none">• State
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01		
Products	Resale POTS	UNE Platform
Calculation	Numerator	Denominator
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.